

ABSTRACT

Customer Communication Service System

5 A system and method is disclosed for servicing multi media customer communications to geographically distributed agents from multiple call center sites via the telephone network and a global data communications network. The system provides separate interface ports to the telephone network and a global data communications network, eliminating a potential choke point for limiting communications performance. Multi media

10 workflow provides common elements for handling diverse media event types. The system a novel algorithm for skill based matching the attributes of multiple media events to the attributes of multiple call center agents. Universal queuing is provided to enable effective use of skill based matching features. A unique method for allocating voice trunk lines provides greater efficiency of available voice communication channels and maximizes agent available

15 to customers.